

SNAP Application and Call Center Metrics	May-24	Jun-24	Jul-24	Aug-24
SNAP Application Rejections*				
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)				
Count	11,405	8,980	12,572	9,437
% of all applications rejected	51.12%	48.09%	50.07%	43.39%
SNAP Applications rejected ONLY for Failure to Complete the Interview				
Count	9,875	7,688	10,902	8,050
% of all applications rejected	44.26%	41.17%	43.42%	37.02%
Tier 1 Metrics				
Average Wait Time (h:mm:ss)	1:19:16	1:15:07	0:32:05	0:38:51
Lowest Daily Avg Wait Time	1:00:30	0:50:47	0:20:18	0:02:01
Highest Daily Average Wait Time	1:28:40	1:39:44	0:53:11	0:53:28
Min Wait Time	0:00:00.049	0:00:00.091	0:00:00.091	0:00:00.101
Max Wait Time	6:04:29	6:03:52	4:08:49	4:57:59
Queue Deflections**	39,321	30,950	13,254	16,399
Count of Customer Disconnects (Abandoned Calls)	31,358	30,999	31,479	35,260
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42	0:13:52	0:18:25
Accommodation Requests***				
Tier 3 Metrics				
Average Wait Time (hh:mm:ss)	0:35:01	0:37:23	0:20:38	0:19:05
Lowest Daily Avg Wait Time	0:29:56	0:23:24	0:13:41	0:13:00
Highest Daily Average Wait Time	0:43:05	0:51:22	0:28:58	0:31:24
Min Wait Time	0:00:00.053	0:00:00.047	0:00:00.044	0:00:00.050
Max Wait Time	3:28:51	5:12:17	2:14:05	11:02:26 PM ****
Queue Deflections**	42,057	49,920	11,191	10,358
Count of Customer Disconnects (Abandoned Calls)	20,482	19,637	17,119	19,860
Avg Time Until Customer Disconnect	0:25:10	0:29:04	0:14:30	0:13:36
Accommodation Requests***				

* SNAP applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview) regardless of whether there were additional reasons the application would be rejected.

** A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available.

**** The "Max Wait Time" for August 2024 has been skewed and, while accurate, does not reflect the time in which an individual was waiting in a queue or on hold to speak with someone in our call center. A single call did not hang up and remained open overnight in Tier 3. There were difficulties disconnecting the call that required IT assistance to resolve. No caller was left on hold for 23 hours.

Call Deflections/Redirections by Date			
Date	Tier 1 Deflections	Tier 3 Deflections	
8/1/2024	523		101
8/2/2024	431		234
8/3/2024	0		0
8/4/2024	0		0
8/5/2024	552		439
8/6/2024	561		557
8/7/2024	683		224
8/8/2024	679		226
8/9/2024	867		474
8/10/2024	0		0
8/11/2024	0		0
8/12/2024	711		499
8/13/2024	574		101
8/14/2024	668		627
8/15/2024	515		67
8/16/2024	1115		1544
8/17/2024	0		0
8/18/2024	0		0
8/19/2024	1252		364
8/20/2024	759		12
8/21/2024	732		187
8/22/2024	888		122
8/23/2024	924		792
8/24/2024	0		0
8/25/2024	0		0
8/26/2024	1071		659
8/27/2024	663		766
8/28/2024	400		765
8/29/2024	738		0
8/30/2024	1093		1598
8/31/2024	0		0